IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Group Art Unit: 3623 In re application: John Arthur Ricketts §

8888888

Serial No.: 10/660,012 Examiner: Jarrett, Scott L.

Filed: September 11, 2003 Attorney Docket No.: AUS920030678US1

For: Simulation of Business Customer No. 50170

Transformation Outsourcing

RESPONSE TO OFFICE ACTION

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

No fees are believed to be required. If, however, any fees are required, I authorize the Commissioner to charge these fees which may be required to IBM Corporation Deposit Account No. 09-0447. No extension of time is believed to be necessary. If, however, an extension of time is required, the extension is requested, and I authorize the Commissioner to charge any fees for this extension to IBM Corporation Deposit Account No. 09-0447.

In response to the Office Action dated August 22, 2008, please amend the aboveidentified application as follows:

Listing of Claims begins on page 2 of this paper.

Remarks begin on page 5 of this paper.